

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Governance Process Assistant	Current Grade:	A004
Department:	Governance	Area:	B Division
Reports To:	Governance Manager	No of Posts:	1
Level of vetting:	MV	Post Number:	

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

To support the Head of Governance and Governance Managers with the day-to-day running of the B Division Governance Department. To ensure that complaint and misconduct investigation timelines are adhered to and relevant systems are updated, provide support around corporate governance processes and assist with monitoring the security of information and records retention across B Division.

REWARD

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

None.

Staff Responsibilities – Direct or Non-Direct

None.

Any Other Statistical Data

B Division has a total headcount of 2,119 employees. This is broken down into 1490 police officers, 235 Police Community Support Officers, 264 police staff and 130 Special Constables.

Complaints investigation information.

Property Store Information.

Records Retention Information.

D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Provide administrative support to the Governance Department by:

- Acting as the first point of contact for general enquiries, with the ability to provide initial guidance. This includes dealing with enquiries from members of the public, police staff, police officers and partner agencies.
- Managing the Governance Inbox by monitoring, responding to and/or appropriately actioning all emails. This includes the circulation of information to other members of the department and Division, as required.
- Administering and appropriately recording the allocation of standards and conduct investigations whilst maintaining a focus on statutory and internal timescales with regard to public complaints/investigations and ensuring that Investigator's adhere to these, escalating any potential issues to the Governance Manager where appropriate.
- Facilitating effective coordination between various departments regarding standards, conduct and performance issues.
- Updating the Centurion system and producing weekly reports regarding the progress of all live public complaint cases.
- Providing analysis of statistical data relating to B Division public complaints and other B Division governance processes, establishing data trends and using these to provide comprehensive written reports to the Head of Governance and Governance Managers.
- Providing general diary and email management services to the Head of Governance and administrative support with respect to Level 1 Misconduct Meetings, including all relevant preparatory and finalization work/documentation.
- Developing and maintaining tracking spreadsheets as required and report any trends/issues identified (e.g. InfoSecurity tracker).
- Maintaining Division-wide contacts/distribution lists and providing word processing/typing services in respect of letters and reports.

REWARD

- Managing the departmental post, online calendar, meetings diary and the stock level and reordering of departmental stationary.

E. DECISION MAKING:

Make decisions

- Prioritise work and appropriately refer enquiries to others (when outside of the scope of your own authority).
- Allocate complaint investigations to the appropriate senior officer.

Significant say in decisions

- Influence decisions around processes relating to the standards and conduct portfolio.

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

All BTP staff/departments including: Senior officers/staff, investigators, HR Business Partners, Force and other Divisional Governance Departments, Driving Standards Officer, officers subject to complaint or attending interviews or meetings.

External

Professional Standards Departments (PSD) from other forces, police officers and police staff of all ranks, members of the public, partner agencies.

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

Educated to A-Level standard or equivalent qualification/experience.

Experience:

Previous secretarial or administrative experience with a high level of organizational ability and attention to detail.

Experience in exercising diplomacy, tact and discretion in managing sensitive, personal and confidential matters.

Experience of scheduling meetings and preparing associated documentation.

Skills:

Excellent professional integrity with the ability to appropriately handle sensitive data and maintain a high degree of confidentiality.

Excellent written and verbal communication skills, with the ability to draft informative reports and make recommendations.

Excellent interpersonal skills with the ability to interact with individuals at all organisational levels.

Flexible approach, with the ability to manage multiple conflicting deadlines and cope under pressure.

Resourceful with the ability work on own initiative and plan/manage own time effectively.

Knowledge:

Good working knowledge of the Microsoft Office suite, especially Word and Excel.

Desired Criteria:

Qualifications and Training:

N/A

Experience:

Experience working with databases.

Experience undertaking audits and utilizing these to highlight areas of concern or make recommendations for change.

Experience working within a governance or police professional standards role.

Experience working within a records retention or information security role.

Skills:

N/A

Knowledge:

Knowledge of the statutory timescales applied to the investigation of police complaints and misconduct issues.

Knowledge of legislation surrounding information security, records retention and the management of police information.

Working knowledge of the Centurion and Cymopa systems.

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

Although the role is based in central London and will generally work normal office hours, the post holder will need to demonstrate some flexibility in this area. The post holder may be involved in auditing or other departmental activities, which may be outside of central London, some of which may require an overnight stay.

I. AUTHORISATION DETAILS

Prepared By: Temporary Inspector Anton Hunte

Date: 02 Aug 2017

Area Commander /FHQ

HoD:

Date:

Evaluation Panel:

Date:

REWARD